



About Starfish

What Happens After a Flag is Raised

When faculty raise a flag, the student receives an email message from the Advising Success Center informing the student of the faculty member's concerns and suggesting steps to resolve the matter. See the [BSU Starfish Email samples](#) for the content of these messages.

A flag raised e-mail is also sent to the Advising Success Center (ASC) and any of the following support personnel with whom the student has a relationship:

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| AIRC | Program Director: Education Majors, |
| Athletic Coach | Graduate Studies, Honors, International |
| Beaver Success Coach, | Program Center, McNair Scholars, STEM |
| Disability Services, | Scholars, Niganawenimaanaanig |
| | TRIO Student Support Services (TRIO) |

The general process for student outreach and documentation in Starfish when a flag is raised is as follows.

Starfish Flag Workflow/Intervention Steps			
Step	Who	Action	When
1	Faculty	Raises Flag	When necessary
2	ASC & applicable support personnel	Get Flag Raised Email	Flag is Raised
3	Applicable support	Expected to handle flag	Get Flag Raised Email
	ASC	Assigns flag to ASC staff or other support personnel	Get Flag Raised Email
4	Flag Handler	Contacts faculty for more information if needed	As soon as possible
		Reaches out to student (email, phone, in person)	Within three days
		Adds comment to flag & sends message to flag raiser	When outreach attempted
5	Flag Handler, Flag Raiser (Optional)	Adds comments regarding subsequent outreach attempts, conversations with student about the flag, or when student follows through	As activity occurs
6	Flag Handler, Flag Raiser (Optional)	Clears flag, includes comment; sends message to flag raiser	Deemed Appropriate
7	Starfish Admin	Clears open flags	3 wks after sem ends

Important to Know:

- Advisors receive an email notification only when the *In Danger of Failing* flag is raised on an advisee. This is for informational purposes when advising the student for the next semester. Advisors can view all flags and kudos on their advisees' Starfish page and have the option to reach out to advisees about any flag but are under no obligation to do so.
- Faculty receive an email notification if a student raises their hand indicating they need help in the faculty member's class. Faculty have the option to reach out to the student to discuss the student's struggles and then document that outreach in Starfish.
- While under no obligation to do so, faculty have the ability to add comments on flags they have raised regarding conversations with student about the flag or when student is back on track in the course.

When to Possibly Clear a Flag

- Student discusses matter with flag raiser or flag handler and has a plan to get back on track.
- After 3 attempts to contact the student result in no contact with the student.
- Student withdraws from the class.
- The flag was raised by mistake.

The Starfish administrator will clear open flags three weeks after the end of the semester.